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GOVERNMENT DOCUMENTS

The Chamber

1992 ANNUAL REPORT

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1992

WILLIAM A. H. FILER
PRESIDENT

For The Chamber 1992 was a year like none other.

If you read the contents of this Annual Report you cannot help but be impressed by the diversity of issues which the organization had to deal with during the year.

Yet, while The Chamber was ensuring that the voice of Greater Hamilton business was being heard on issues such as ONTARIO LABOUR RELATIONS REFORM, EMPLOYMENT EQUITY, PAY EQUITY, PUBLIC EDUCATION, MUNICIPAL LICENSING POLICIES, DEVELOPMENT CHARGES, ONTARIO TRAINING AND ADJUSTMENT BOARDS, HAMILTON AIRPORT, GO TRAIN SERVICE, TAXATION AT ALL LEVELS, THE NORTH AMERICAN FREE TRADE AGREEMENT, THE COST OF HYDRO and PROVINCIAL RENEWAL (to identify just a few), it was also expanding its services to members by adding 'Commercial on Hold Discounts,' 'Radio advertising discounts,' 'Saver Direct Business Mailers,' and golfing privileges at Beverly Golf & County Club and Heron Point Golf Links.

We broke substantial new ground in 1992.

We moved boldly forward in the area of publications and reached agreement with the Regional Municipality of Hamilton-Wentworth (Economic Development Department) to publish a combined Chamber/Region Directory of Greater Hamilton businesses. The Directory was released in December and is now being used as a reference document in thousands of area businesses and before long will be in Canadian embassies and consulates around the world.

Our major events schedule was also expanded in 1992.

We added The Ancaster Citizen of The Year Award Dinner to a schedule which already included the Annual Presidents' Panel (an economic forecast for 1993); Corporate Challenge (the first ever held at Christie Conservation Area); the Outstanding Business Achievement Awards; Business After Business; Seminars; Surveys; and the Dundas Citizen of the Year Award Dinner. The addition of that major Ancaster event fulfilled a commitment made to that area municipality which would have The Chamber make a meaningful contribution to its betterment in 1992.

On the operations side The Chamber has taken significant steps to address the current economy. While cutting expenses drastically with the full support and voluntary assistance of Chamber Staff, The Chamber expanded its sales and marketing efforts with additional sales persons, more aggressive advertising and an open invitation to all businesses in Greater Hamilton to come on Board.

Late 1992 saw the development of a key STRATEGIC MANAGEMENT PLAN which is designed to guide the work of The Chamber in the community as we approach the year 2000. The cumulation of over two years work, when this plan is finalized (after member input in early 1993) it will give us the tools needed to forge a new focus for all THE CHAMBER'S resources. And finally, in September of 1992 The Chamber was awarded the 1995 CANADIAN CHAMBER ANNUAL CONFERENCE, to be held for the first time in history in Hamilton as a key part of our own Chamber's 150th Anniversary Celebrations.

There can be no question we were tested on every front; the economic front, the legislative front, the operations front. However, I am proud to report that despite all of the adversity and uncertainty associated with tough economic times, which we recognize many of you also experienced, we made it through.

I would be remiss if I did not thank those Chamber members who faithfully participated on committees thereby ensuring a stream of fresh policy on issues critical to business and the overall community. To those who served on the Board and Executive Committees with me, thank you. Your support during trying times was important. My thanks also to the staff. You made many positive and meaningful contributions and I am most appreciative.

Quoting from the STRATEGIC MANAGEMENT PLAN: "If The Chamber is to truly reflect ethical private enterprise within Greater Hamilton, then The Chamber has an obligation to seek out the support of every eligible enterprise in the community to ensure their participation and input as The Chamber works towards the community goals. Anything less than a target participation rate of 100% is understating the responsibility to aggressively focus on this objective." Today there are 800 corporate members of the organization. 2000 by the year Two Thousand is an attainable goal.

1992 OFFICERS/DIRECTORS

PRESIDENT
William A. H. Filer,
Filer Consultants Ltd.

1ST VICE-PRESIDENT
John Michaluk,
Hamilton Tiger-Cat Football Club

2ND VICE-PRESIDENT & TREASURER
John Buschhausen,
KPMG Peat Marwick Thorne

150TH ANNIVERSARY COMMITTEE CHAIRMAN
Ron Foxcroft,
Fluke Transport Ltd.

PAST-PRESIDENT
John Wood,
Summit Tile Canada Ltd.

A. Adam,
Stelco Inc.

J. Awad,
Sheraton Hamilton

Dr. L. Chan,
McMaster University

J. S. Cimba,
Burns Vasan Christmas McLeod Cimba

W. Dalton,
Jean's Flower Shop

L. Hammond,
Hamilton Radiator Ltd.

J. Holditch,
Dofasco Inc.

G. J. Pyle,
National Trust

R. Seymour,
Union Gas Ltd.

E. Swanborough,
Mohawk College

J. Tobin,
Centre Mall

P. Vivian,
RE/MAX Escarpment Realty Inc.

D. J. Watts,
Hamilton Civic Hospitals

THE YEAR IN REVIEW

In 1992 The Hamilton and District Chamber of Commerce was challenged by many of the same conditions which challenged all other businesses, in the Region. It responded by restructuring and focusing its priorities on issues and programs which would provide the most benefit for its membership. Changes in the committee structure provided members the opportunity of focusing on issues identified as critical to community and business success. Current Standing Committees include: BUSINESS DEVELOPMENT, HUMAN RESOURCES, TRANSPORTATION and the AMBASSADORS CLUB. In addition, specially created "Task Forces" were established when necessary to organize and host the organization's major events: CORPORATE CHALLENGE, OUTSTANDING BUSINESS ACHIEVEMENT AWARDS and THE PRESIDENT'S GOLF TOURNAMENT. Special emphasis still remains for the DUNDAS and ANCASTER Divisions.

GOVERNMENT LOBBYING

"The essence of Chamber representation is to clearly explain to all levels of government what actions positively or negatively affect the ability of business to remain profitable."

TRANSPORTATION:

* Continued to support the efforts of the Citizen's Expressway Committee and the Region to build the East-West/North-South Expressway.

* Monitored the work surrounding the integration of the TH&B station for GO Train into the surrounding area.

* Encouraged the Federal Government to include an addition to the runway at Hamilton Airport in the plans to finance major airports in the country.

HUMAN RESOURCES:

* The Chamber did a great deal of research and prepared a multitude of positions that were presented to various levels of government on changes to the Ontario Labour Relations Act, Employment Equity and Pay Equity.

* Met with many government officials and presented a brief to the Province which contained 28 recommendations on the restructuring of training in Ontario under OTAB (Ontario Training and Adjustment Board).

* Members liaised with the Flamborough Chamber of Commerce in its efforts to support Wentworth County Board of Education zero tax increase programs.

BUSINESS DEVELOPMENT:

* Called for a more reasoned approach to the cost of hydro costs in the province to help Ontario businesses remain competitive.

* Opposed the initiatives of the Ontario government to eliminate commercial agencies from the provision of publicly funded home care.

* Made 14 recommendations to Regional Government on a proposal for Development Charges which could cause increases in new development in the Region.

* Reviewed the licensing policies of all six municipalities within the Region and urged each municipality to provide a climate for economic renewal through fair, harmonized legislative and regulatory initiatives.

BUDGET ANNOUNCEMENTS:

Prepared comments for area media upon the occasions of both Federal and Provincial budgets to relate how these would affect area business.

COMMUNITY TALKS:

Along with Transkills, Mohawk College and McMaster University hosted a "Prosperity Initiative" open public meeting to prepare comments and suggestions from the community on how the Competitive question is linked to education.

ECONOMIC COMPETITIVENESS:

* Prepared a response to a report written by the Social Planning and Research Council on "Taxation Burdens and Economic Growth - International Comparisons"

* Monitored the progress of the Provincial Government's "FAIR TAX COMMISSION" and provided comments and input to the various committees.

* Together with Peat, Marwick, Thorne surveyed the membership on their perceptions of the proposed North American Free Trade Agreement. The results were used in a media campaign relating the impacts of the agreement on Greater Hamilton.

ONTARIO CHAMBER OF COMMERCE:

Played an integral role in the development of a document entitled "ONTARIO TODAY AND TOMORROW -- AN AGENDA FOR RENEWAL" which incorporates a new vision for Ontario and has provided all Chambers in the Province with direction and focus for years to come.

EDUCATION

" To make our community a better place to do business we must also ensure that our businesses are better at doing business...The Chamber is active in many ways of informing, assisting and educating..."

BUSINESS EDUCATION PARTNERSHIPS:

Ensuring that students have the opportunity of considering business careers and job opportunities through such programs as:
-- Project Business Class sponsored by the DUNDAS DIVISION
-- hosted a Career Workshop for guidance and business teachers in co-operation with the Industry-Education Council featuring job opportunities in the Hospitality and Tourism sector.
-- provided classroom speakers to talk about the world of "work" and the role of an entrepreneur
-- supported Junior Achievement with their Awards program.
-- provided speakers on the Canadian Chamber's Deficit Diet Program for inclass presentations

EDUCATIONAL MEETINGS AND SEMINARS:

Kept members and their guests informed on such business related topics such as:
-- Selling a Business
-- Purchasing and Financing a Business
-- Your Business and the Telephone
-- Environmental Hazards
-- Managing in the Emerging Post-Recession Environment
-- How to cut Costs in Workers Compensation
-- Employment and Pay Equity
-- Total Quality Management
-- Surviving with the New Ontario Labour Relations Amendments

CHAMBER MEMBER TOURS:

Through the Transportation Committee members toured the GO facilities in Mimico, the T H & B facilities on Hunter Street and the new Hamilton Street Railway facilities on Wentworth Street in Hamilton. Through the Harbour Task Force, members enjoyed an Around the Bay Tour.

INFORMATIONAL MEETINGS:

A wide variety of Guest Speakers kept Chamber committee members advised on a wide range of business topics throughout the year:

-- WILLIAM GAIRDNER, GAIRSPAR INVESTMENTS LIMITED, on "The Trouble with Canada"
-- JOHN CRISPO, UNIVERSITY OF TORONTO re: "Can Canada Compete?"
-- JOHN HUNKIN, CIBC; ALLEN FRACASSI, PHILIP ENVIRONMENTAL INC.; ROBERT MILBOURNE, STELCO INC. at the Outlook '93 Forecast.
-- RICHARD DeCENT, ONTARIO INTERNATIONAL CORPORATION on "Exporting of Services"
-- ROBERT ROY, INNOVATION ONTARIO re: "Venture Capital for Ontario Business"
-- LARRY MEYER, TRANSKILLS, providing "Labour Market Information for Hamilton-Wentworth"

COMMITTEE CHAIRMEN

AMBASSADOR CLUB
S. Davidson,
Centrex Human Resource Centre

ANCASTER DIVISION
J. Bruno,
Hamilton Apartment Assoc.

BUSINESS DEVELOPMENT
S. Brotherston,
MacGillivray Partners

DUNDAS DIVISION
J. K. Neysmith,
Royal Bank of Canada

HUMAN RESOURCES
C. Nolan,
Hamilton Construction Assoc.

TRANSPORTATION
M. Kavanagh,
RoyNat Inc.

ADMINISTRATION

EXECUTIVE DIRECTOR
L. L. Kirkby,

DIRECTOR OF COMMUNICATIONS
J. S. McDowell

DIRECTOR OF POLICY
K. G. Drewitt

DIRECTOR OF CLUB OPERATIONS
C. G. Billings

AFFILIATIONS

Canadian Chamber of Commerce
Ontario Chamber of Commerce

SOLICITOR:
E. A. Shaker,
Inch, Easterbrook & Shaker

AUDITOR:
Ernst & Young

BANK: CIBC

-- ROBERT FELDMANN, UNION GAS re: "Direct Purchase of Natural Gas through Brokers/Agents"
-- JAMES BRUZZESE and GARY SCANDLAN, REGION OF HAMILTON-WENTWORTH on an "Update on Changes to the Development Charges Bylaw"
-- MAYOR JOHN ADDISON, TOWN OF DUNDAS

-- STEPHEN SHAMIE, ONTARIO CHAMBER OF COMMERCE on "Proposed Changes to the Labour Relations Legislation"
-- JAMES PAULOS, JUNIOR ACHIEVEMENT CANADA re: "Junior Achievement Programs in Canada"
-- PETER LANDRY, MINISTRY OF SKILLS DEVELOPMENT on the "Development of Local Training Boards in Ontario"
-- BARRY WANSBOROUGH, HILLFIELD STRATHALLEN COLLEGE, re: "Changes in Education to meet the New Technologies"
-- VIC CAIRNS, FISH AND WILDLIFE HABITAT STEERING COMMITTEE, on "Fish and Wildlife Restoration for Hamilton Harbour"
-- NORM RAGATLIE, REGION OF HAMILTON-WENTWORTH on "Regional Waterfront Task Force"
-- ROGER LETOURNEAU, FRANKLIN'S PRINTING on "Rapid Rail System for Ontario and Quebec"
-- PETER BAKER, HAMILTON PARKING AUTHORITY, re: "Downtown Parking Re-development"
-- CHAIRMAN REG WHYNOTT, Region of Hamilton-Wentworth, on "New Developments at Hamilton Airport"
-- VLADIMER MATCUS and BILL JANSSEN, CITY OF HAMILTON, re: "Future Transportation Plans for Downtown Core"
-- TOMMY TARPOS, UNCLE TOMMY'S TRAVEL, on "New Promotional Initiatives for Hamilton Airport"
-- MICHAEL GOODALE, MINISTRY OF TRANSPORTATION, re: "Transfocus 2021--A Transportation Study of the Niagara, Lake Erie, Hamilton-Wentworth Areas"
-- JOYCE MONGEON,and OWEN BORIS, HAMILTON AIRPORT MANAGEMENT BOARD, on "Ways the Business Community Could help the Airport"
-- NICK CATALANO, REGION OF HAMILTON-WENTWORTH, on "Economic Issues facing Ancaster and Dundas"

-- DOUG SEXTON, GALLOP & GALLOP, on a "New Approach for an Anti-Cross Border Shopping Campaign"
-- MIKE PENNOCK, URMAS SOOMET, SOCIAL PLANNING & RESEARCH COUNCIL on "Taxation Review"

CHAMBER-LABOUR COUNCIL MEETINGS

Were held to keep each organization informed on local initiatives and to work co-operatively on common goals.

INTERNATIONAL BUSINESS:

Continued support for local businesses looking to expand into International Markets by:
- Monitoring and referring International enquiries which reach the Chamber office
- hosting foreign delegations visiting the Greater Hamilton area and encouraging member participation with the delegations to achieve more overseas contacts.

This year the Chamber participated in a delegation from the Canada-U.K. Chamber of Commerce and a delegation from embassies from around the world through the Tour Canada office.

DIRECT MEMBER SERVICES

"The Chamber strives to enhance the ability of its' members to conduct their business efficiently and profitably. To assist them reach that goal the Chamber provided them with a variety of direct services."

- to the current list add:

- Commercial on hold discounts
- Radio advertising discounts
- Saver Direct Business mailers
- golf privileges at Beverly/Heron Point

147TH ANNUAL MEETING

WEDNESDAY, MARCH 3RD, 1993

"THE CHAMBER CLUB"
555 BAY STREET NORTH, HAMILTON

- GUEST SPEAKER -

DR. HUGH WYNNE-EDWARDS
PRESIDENT
TERRACY INC.

- 1992 -

"OUTSTANDING BUSINESS ACHIEVEMENT AWARD WINNERS"

NORRIS TRANSPORT (Small Business)
TORHAM PACKAGING (Large Business)

- 1992 -

"CORPORATE CHALLENGE WINNING TEAM"

STELCO Z-LINE